

**DEPARTMENT OF TRANSPORTATION
JOB OPPORTUNITY**

Information Technology Analyst 1
DOT Department of Technology Services

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: Candidates on a current examination list
Location: Newington, CT
Job Posting No: 31825
Hours: 8:00 am to 4:30 pm
Salary: FD 23 - \$65,385 to \$83,718 annual
Closing Date: March 19, 2015

Eligibility Requirement: Candidates must have applied for and passed the Information Technology Analyst 1 examination and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer.

Preferred Skills:

3+ years of experience providing Help Desk support responding to telephone calls, emails and users request for IT support, Able to manage multiple technical tasks simultaneously.

Able to troubleshoot and resolve desktop software problems by using remote connection tools

Familiar with help desk ticketing system, preferable Numara Footprints

Able to log all Help desk interactions and redirect problems to appropriate technical resource after analysis of problem

3+ years of experience with desktop and laptop computer software/hardware repair and deployment

Perform as needed repairs to computer hardware. Install, test and configure desktop/laptop computers, software and peripherals

EXAMPLES OF DUTIES:

Service/Help Support: Responds to calls, email and personnel requests for technical support; tracks status of all problems and monitors open problems; resolves simple to moderate problems by providing support on hardware and software products; resolves simple to moderate technical calls from customers; acts as liaison between other technical staff, users and vendors regarding Help Desk and service requests; monitors personal computer (PC) performance; performs related duties as required.

Desktop Services: Diagnoses and resolves PC and simple software problems using a variety of diagnostic tools; uses diagnostic tools to identify hardware and/or software problems and initiates repair; rebuilds PCs and reconfigures user specific settings; installs new software releases of simple to moderate complexity; coordinates installation of and installs, modifies and maintains network components and PC hardware and/or software; assists in implementation of network and/or system hardware and software upgrades and/or enhancements; configures and installs terminal emulation software for host connection; performs related duties as required.

**MINIMUM QUALIFICATIONS REQUIRED
KNOWLEDGE, SKILL AND ABILITY:**

Considerable knowledge of data control functions; considerable knowledge of IT equipment and diagnostic tools; knowledge of principles and techniques of computer programming; knowledge of programming languages; knowledge of principles of information systems; knowledge of principles and concepts of network environments; knowledge of computer operating systems; knowledge of fundamental principles and theories of business and planning functions; knowledge of principles and techniques of systems analysis, design and development; knowledge of capabilities of computer equipment and technology; considerable technical problem solving skills; considerable logic and analytical skills; interpersonal skills; oral and written communication skills; considerable ability to install and maintain microcomputer hardware, software and network components; ability to prepare and maintain records, logs, reports, documentation, and manuals; ability to write, test and debug computer programs; ability to use programming development tools; ability to identify, analyze and resolve simple business and technical problems.

EXPERIENCE AND TRAINING:

General Experience:

Five (5) years of experience in information technology (IT) operations support, programming or another IT related support area.

Special Experience:

Two (2) years of the General Experience must have been performing basic technical support work in one of the following areas:

1. Help desk functions.
2. Installing and maintaining basic computer hardware and software.
3. Basic technical work in data communications, microcomputer support, production control or programming.

NOTE: For State Employees basic technical support work is interpreted at the level of Information Technology Technician.

Substitutions Allowed:

1. College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience to a maximum of four (4) years for a Bachelor's degree.

2. A Master's degree in management information systems, computer science or electrical engineering may be substituted for the General and Special Experience.

3. For State Employees one (1) year as an Information Technology Analyst Trainee may be substituted for the General and Special Experience.

4. For State Employees two (2) years as an Information Technology Technician may be substituted for the General and Special Experience.

The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules. Refer to the DAS website at <http://das.ct.gov> for job specification requirements. Interviews will be limited to candidates whose qualifications most closely meet the requirements of the positions. The candidate pool resulting from these interviews may be used to fill future IT Analyst 1 positions in the DOT Department of Technology Services within one year.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter; a resume, and an Application CT-HR 12, State employees must include copies of their last two (2) service ratings for Employment by March 19, 2015 to:

Connecticut Department of Transportation

Ellen Kinney

P.O. Box 317546

Newington, CT 06131-7546

Fax: 860-594-3590

Email: Ellen.kinney@ct.gov

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.